

Operation






HiPath 4000

OpenStage 40
OpenStage Key Module 40



www.siemens.com/enterprise

SIEMENS

Important Information

	<p>For safety reasons, the telephone should only be supplied with power:</p> <ul style="list-style-type: none">• using the original power supply unit. Part number: C39280-Z4-C51x (x: 0=EU, 1=US, 2=UK) or• in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	<p>Never open the telephone or a key module. Should you encounter any problems, contact the responsible service personnel.</p>
	<p>Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.</p>

Trademarks

	<p>The device conforms to the EU directive 1999/5/EC as attested by the CE marking.</p>
	<p>All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.</p> <p>Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.</p> <p>For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.</p> <p>The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.</p>

Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5°C and 40°C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

Software update



During a software update, the phone must not be disconnected from the power supply unit, the LAN line or the phone line. An update action is indicated by messages on the display and/or by flashing LEDs.

Contents

Important Information2

Trademarks 2

Location of the telephone 3

Software update 3

General Information.....9

About this manual 9

Service..... 9

Intended use 10

Telephone type 10

Speakerphone quality and display legibility 10

Single-line telephone/multi-line telephone..... 10

Executive/secretary functions 10

Getting to Know Your OpenStage Phone.....11

OpenStage 40 user interface..... 11

Ports on the underside of the phone..... 12

Key modules (optional) 13

 OpenStage Key Module 40 13

Keys..... 14

 Function keys..... 14

 Audio keys 14

 5-way navigator 15

 Programmable sensor keys 16

 Keypad..... 17

Display..... 19

 Idle mode..... 19

 Telephony dialogs 21

Mailbox 23

 Voicemails 23

 Callbacks 24

Call log..... 25

Service menu 26

Making Calls – Basic Functions27

Answering calls 27

 Answering a call via the handset..... 27

 Answering a call via the loudspeaker (speakerphone mode) 27

Switching to speakerphone mode..... 28

Switching to the handset..... 28

Open listening 28

Ending a call	29
Making calls	30
Off-hook dialing	30
On-hook dialing	30
Dialing with DDS keys	30
Redialing a number (saved number)	31
Redialing a number (last dialed number)	31
Turning the microphone on and off	32
Calling a second party (consultation hold)	32
Switching to the held party (alternating)	33
Transferring a call	34
Call forwarding	35
Overview of forwarding types	35
Fixed call forwarding (all calls)	36
Variable forwarding (all calls)	38
Additional forwarding types	39
Displays	40
Using callback	41
Storing a callback	41
Accepting a callback	41
Checking/deleting a saved callback	42
Storing saved number redial	43
Saving the current phone number	43
Saving any phone number	43

Making Calls – Convenience Functions44

Answering calls	44
Answering a call with a headset	44
Answering a call via a DSS key	44
Accepting a call for another member of your team	45
Accepting a specific call	45
Picking up a call in a hunt group	46
Using the speakerphone	46
Making calls	47
Dialing with a direct station selection key	47
Dialing a phone number from a list	47
Using speed dialing	48
Talking to your colleague with a speaker call	49
During a call	50
Call waiting with a direct station selection key	50
Using call waiting	50
Activating/deactivating second call	50
Accepting a second call with a sensor key	51
Accepting a second call via the menu	51
Using the shift key	52

System-supported conference 53

 Establishing a conference 54

 Adding a party 55

 Transferring a conference 56

 Disconnecting a specific participant from the conference. 57

Entering commands using tone dialing (DTMF suffix dialing) 58

System-wide parking 59

 Manually parking a call 59

 Retrieving a parked call 59

If you cannot reach a destination 60

 Call waiting (camp-on) 60

 Busy override - joining a call in progress 60

HiPath 4000 as an entrance telephone system (two-way intercom) . . . 61

 System-wide speaker call 62

 Speaker call in a group 63

 Announcement (broadcast) to all members of a line trunk group . . 65

Using call forwarding 66

 Automatically forwarding calls 66

 Delayed call forwarding 66

Forwarding calls for other stations 67

 Saving a call forwarding destination for another phone and activating
 call forwarding 67

 Saving a call forwarding destination for fax/PC/busy station and activa-
 ting call forwarding 68

 Displaying/deactivating call forwarding for another phone 69

 Displaying/deactivating call forwarding for fax/PC/busy stations . . 70

 Changing call forwarding for another station 70

Leaving/rejoining a hunt group 71

Programming Sensor Keys72

Saving a function to a sensor key 72

Configuring repdial/direct station selection keys 73

 Additional repdial key functions 74

Changing the label on a sensor key 75

Saving Speed Dial Numbers and Appointments . .76

Central speed dial numbers 76

Speed dialing with extensions 76

Individual speed dial numbers 77

Appointments function 78

 Saving appointments 78

 Using timed reminders 78

Dialing with Call Charge Assignment	79
Dialing with project assignment	79
Call duration display	80
Privacy/Security	81
Locking the telephone to prevent unauthorized use	81
Activating/deactivating "Do not disturb"	82
Activating/deactivating "Speaker call protect"	83
Caller ID suppression	83
Identifying anonymous callers (trace call)	84
Using Other Functions	85
Using another telephone in the same way as your own	85
Logging on to another phone	85
Logging off from another phone	86
Making Calls via Multiple Lines	87
Line keys	87
Line utilization	88
Preview	89
Answering calls with line keys	90
Answering calls in the sequence in which they are offered	90
Answering calls preferentially	90
Deactivating/activating ringing (call)	91
Dialing with line keys	92
Saved number redial for a specific line	93
Last number dialed for a specific line	93
Saving phone numbers for "Redial on a line"	94
Line mailbox	94
Accessing the mailbox	95
Identifying the line used	96
Making calls on multiple lines alternately	96
Ending the connection on a line key	97
Entering a call on a line (three-party conference)	97
Allowing or blocking a party from joining a call	97
Allowing a party to join a call	97
Blocking other parties from joining a call	98
Ending the connection on a line key	98
Third-party monitoring	99
Holding and re-accepting a call on a line key	100
Exclusively holding and re-accepting a call on a line key	100
Accepting a specific held line	101
Forwarding calls on lines	101
Ring transfer	102

Making Calls in an Executive-Secretary Team ..103

Calling an executive or secretary phone 103

 Calling an executive/secretary phone 103

Accepting calls for the executive phone at the secretary phone. 104

 Accepting calls for the executive phone when already on a call .. 104

Transferring calls directly to the executive phone. 105

Accepting calls on the executive phone 105

Accepting a call for another executive-secretary team 105

Using a second (executive) telephone. 106

Activating/deactivating a second executive call. 106

Using signal call. 107

Placing a messenger call 107

Defining a representative for the secretary 107

Individual Phone Configuration108

Display. 108

 Adjusting the display to a comfortable reading angle 108

 Illuminated display 108

 Adjusting the display contrast 108

Setting the contrast for key modules 108

Audio settings 109

 Adjusting the ring volume 109

 Adjusting the ring tone 109

 Room character for speakerphone mode 109

 Setting the volume of the alert tone 110

 Setting rollover volume 110

 Activating/deactivating the ringer. 110

Testing the Telephone.....111

Testing functionality 111

Special Parallel Call (ONS) Functions112

Fixing Problems113

Responding to error messages on the screen 113

Contact partner in the case of problems 114

Troubleshooting. 115

Caring for your telephone 115

Index.....116

All Service Menu Functions.....119

General Information

About this manual

This document contains general descriptions of the technical options, which may not always be available in individual cases. The respective features must therefore be individually defined in the terms of the contract.

If a particular function on your phone is not available to you, this may be due to one of the following:

The function is not configured for you or your telephone. Please contact your system support representative.

Your communications platform does not feature this function. Please contact your Siemens sales partner for information on how to upgrade.

This user guide is intended to help you familiarize yourself with OpenStage and all of its functions. It contains important information on the safe and proper operation of your OpenStage phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

These instructions should be read and followed by every person installing, operating or programming an OpenStage phone.



For your own protection, please read the section dealing with safety in detail. Follow the safety instructions carefully in order to avoid endangering yourself or other persons and to prevent damage to the unit.

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenStage phone.

Administrative tasks are dealt with in a separate manual. The Quick Reference Guide contains quick and reliable explanations of frequently used functions.

Service



The Siemens service department can only help you if you experience problems or defects with the phone.

Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.

For queries regarding connection of the telephone, please contact your network provider.

If you experience problems or defects with the phone, please dial the service number for your country.

Intended use

The OpenStage phone is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unauthorized.

Telephone type

The identification details (exact product designation and serial number) of your telephone can be found on the nameplate on the underside of the base unit. Specific details concerning your communications platform can be obtained from your service technician.

Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear.
The optimum handsfree distance is 20 in. (50 cm).
- Proceed as follows to optimize display legibility:
 - Turn the phone to tilt the display. This ensures you have a frontal view of the display while eliminating light reflexes.
 - Adjust the contrast as required → page 108.

Single-line telephone/multi-line telephone

Your OpenStage 40 is a "multi-line telephone". This means that your service personnel can configure multiple lines on your phone, which is not the case with single-line phones. Each line is assigned an individual phone number, which you can use to make and receive calls.

The programmable sensor keys function as line keys on multi-line phones → page 87.

When using a multi-line phone to make and receive calls, certain particulars must be taken into account → page 90 ff.

Executive/secretary functions

The executive-secretary configuration is a special case. This is a multi-line telephone with special features (e.g. "Call transfer to exec", "Call pickup" and "Representative"), configured especially for executive-secretary use → page 103 ff.

Getting to Know Your OpenStage Phone

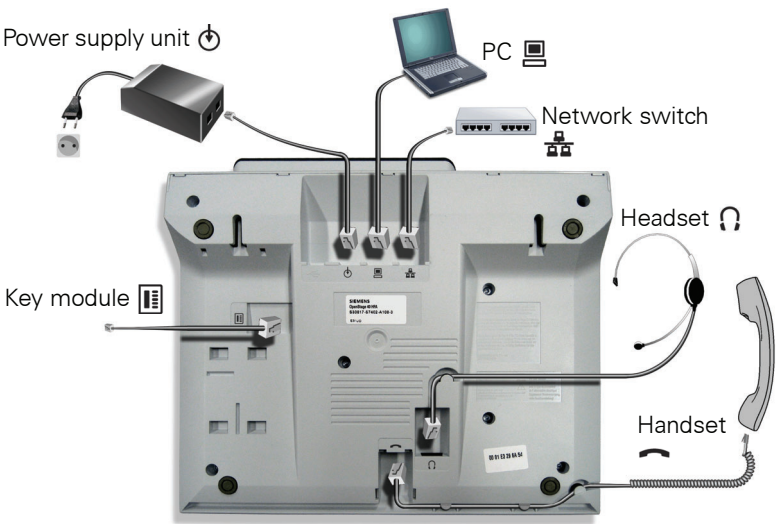
The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

OpenStage 40 user interface



1	You can make and receive calls as normal using the handset .
2	The display permits intuitive operation of the phone → page 19.
3	You can customize your telephone by assigning phone numbers and functions to the programmable sensor keys → page 16.
4	You can use function keys when conducting a call to access frequently used functions (such as, Disconnect) or to open the Service menu and mailbox → page 14.
5	Audio keys are also available, allowing you to optimally configure the audio features on your telephone → page 14.
6	The 5-way navigator is a convenient navigation tool → page 15.
7	The keypad can be used to enter phone numbers and text → page 17.
8	Incoming calls are visually signaled via the call display .

Ports on the underside of the phone



Properties OpenStage 40

Display type	LCD, 40 x 6 characters
Illuminated display	✓
Programmable sensor keys	6
Full-duplex speakerphone function	✓
3-port (10/100) switch	✓
Headset	✓
Interface for key modules	✓
Wall mounting	✓

Key modules (optional)



Other technical explanations, safety notices, and installation instructions can be found in the relevant documentation. You can download these from the Internet at <http://www.siemens.com/enterprise> → "Downloads" → "Installation Guides".

In conjunction with a key module, your OpenStage 40 can be configured as an attendant console (ask your service personnel).

OpenStage Key Module 40

The OpenStage Key Module 40 is a key module, attached to the side of the phone, that provides 12 additional illuminated, programmable sensor keys.

Like those on the phone, these sensor keys can be programmed and used according to your needs → page 16.

You can attach up to two OpenStage Key Module 40 to your OpenStage 40.



Keys

Function keys



Key	Function when key is pressed
	End (disconnect) call → page 29.
	Redialing → page 31.
	Button for fixed call forwarding (with red LED key) → page 35
	Open mailbox (with red LED key) → page 23.
	Open the service menu (with red LED key) → page 26.

Audio keys













Key	Function when key is pressed
	Activate/deactivate headset → page 44.
	Activate/deactivate microphone (also for speakerphone mode) → page 32.
	Set volume lower and contrast brighter → page 109.
	Turn speaker on/off (with red LED key) → page 28.
	Set volume louder and contrast darker → page 109.

5-way navigator




Remove the protective film from the ring around the 5-way navigator before using the phone.

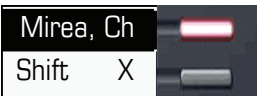
With this control, you can administer most of the functions featured on your OpenStage phone as well as the displays.

Operation	Functions when key is pressed
 Press 	In idle mode: <ul style="list-style-type: none"> Open the idle menu → page 19 In lists and menus: <ul style="list-style-type: none"> go to next level Entry selected: <ul style="list-style-type: none"> Perform action In input fields: <ul style="list-style-type: none"> Delete character to the left of the cursor You can now access a context menu: <ul style="list-style-type: none"> Open the context menu
 Press 	In lists and menus: <ul style="list-style-type: none"> one level back Entry selected: <ul style="list-style-type: none"> cancel action In input fields: <ul style="list-style-type: none"> Delete character to the left of the cursor
 Press 	In idle mode: <ul style="list-style-type: none"> Open the idle menu → page 19 In lists and menus: <ul style="list-style-type: none"> scroll down
 Press 	In idle mode: <ul style="list-style-type: none"> Open the idle menu → page 19 In lists and menus: <ul style="list-style-type: none"> scroll up
 Press the  key.	In idle mode: <ul style="list-style-type: none"> Open the idle menu → page 19 Entry selected: <ul style="list-style-type: none"> Perform action

Programmable sensor keys


Your OpenStage 40 has 6 illuminated sensor keys. You can assign functions to them on two levels.

 Increase the number of sensor keys by adding a key module → page 13.



Depending on how they are programmed, you can use the sensor keys as:

- sensor key with function → page 72
- Direct destination/Direct station selection key→ page 73

 Only for direct destination selection keys can you program the second level, also for direct destination selection.




Touch the key to activate the programmed function or dial the stored number.

Press the key to open a menu for programming it → page 72.


A label for the function is displayed to the left of the key; it cannot be changed. You can define the labeling for repdial or DSS keys according to your requirements → page 75.

The status of a function is shown by the LED on the corresponding sensor key.

Explanation of LED displays for programmed sensor keys

LED		Meaning of function key	Meaning of DSS key
	Off	The function is deactivated.	The line is free.
	Flashing ^[1]	The function is in use.	The line is busy.
	On	The function is activated.	There is a call on the line.

[1] In this manual, flashing sensor keys are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

 The programmable sensor keys on multi-line phones function as line keys → page 87.

Keypad

In cases where text input is possible, you can use the keypad to input text, punctuation and special characters in addition to the digits 0 to 9 and the hash and asterisk symbols. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number **4_{ghi}** key on the keypad twice. When entering the text, all available characters for this key are displayed. After a short while, the character in focus is displayed in the input field.



To enter a digit in an alphanumerical input field, press the relevant key and hold it down. You no longer need to scroll through the entire list of possible characters.

Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 687837).

Character overview (depends on the current language setting)



Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x
1 _L	1	[1]												
2 _{abc}	a	b	c	2	ä									
3 _{def}	d	e	f	3										
4 _{ghi}	g	h	i	4										
5 _{jkl}	j	k	l	5										
6 _{mno}	m	n	o	6	ö									
7 _{pqrs}	p	q	r	s	7	ß								
8 _{tuv}	t	u	v	8	ü									
9 _{wxyz}	w	x	y	z	9									
0 ₊	0	+												
* _[2]	.	*	#	,	?	!	'	-	()	@	/	:	_
# _[3]	[3]													

[1] Space

[2] Additional special characters are available on the display keyboard


[3] Switch between upper and lower-case text and number entry


Multi-function keys

Key	Function during text input	Function when held down
	Write special characters	Turn ringtone on/off → page 110.
	Switch between upper and lower-case text and number entry.	Turn phone lock on/off → page 81.

Text input

Enter the required characters via the keypad.

Select the functions using the keys  and .

Confirm your entry with .

10:29

SU 05.08.07

Ma

OK

Cancel


Mode abc (# -> 123)

Characters entered

Save entry.

Cancel entry.

Select input mode^[1]

[1] Alternatively, press the key 

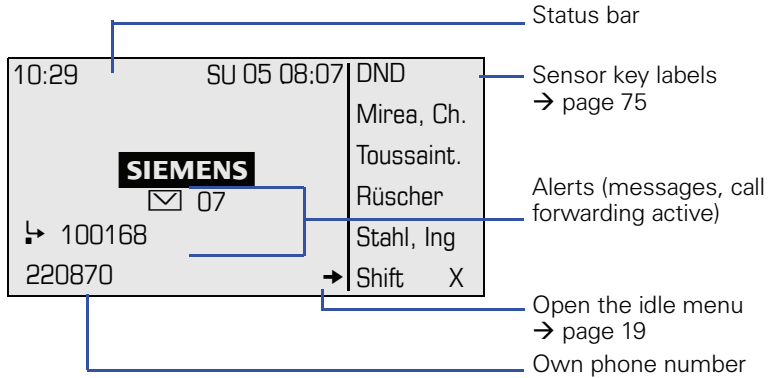
The following functions are available:

- OK: Applies changes and closes the editor
- Cancel: Discards changes and exits the editor
- Mode: abc (# -> 123): Lower case letters only
- Mode: 123 (# -> ABC): Digits only
- Mode: ABC (# -> Abc): Upper case letters only
- Mode: Abc (# -> 123): First letter in upper case, additional letters in lower case
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard to the cursor position

Display

Your OpenStage 40 comes with a tilt-and-swivel black-and-white LCD display. Adjust the tilt and contrast to suit your needs → page 108.

Idle mode



The left area contains the status bar on the first line, followed by a five-line field for additional displays.

A logo is displayed in the middle; it can be set up by your service personnel.

Symbols can appear under the logo to inform you about callback requests, voice messages and activated call forwarding.

The right area shows the labels of programmable sensor keys.

Idle menu

When in idle mode, press a key on the 5-way navigator → page 15 to display the idle menu. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:







- Unanswered calls?^[1]
- Incoming calls?¹
- Outgoing calls?¹
- Deact call forwarding?^[2]
- Act. FWD-FIXED?^[3]
- Act. FWD-VAR-ALL-BOTH?
- Direct call pickup?
- Program/Service?

[1] This appears as an option if entries are available.

[2] This appears as an option if fixed or variable call forwarding is activated.

[3] This appears as an option if a phone number is saved for fixed call forwarding.

Explanation of the icons

Icon	Meaning
	The ring tone is deactivated → page 110.
	The "Do not disturb" function is activated → page 82.
	The phone lock is activated → page 81.
	Callback requests are active → page 41.
	You received new voice messages → page 23.
	Call forwarding is active → page 35.

Telephony dialogs

Connection-dependent conditions and situations, e. g. when your telephone rings, when dialing a number, or during a call, are depicted graphically on the display.

Situation-dependent functions that appear on the display automatically can be selected and activated with the 5-way navigator → page 15.

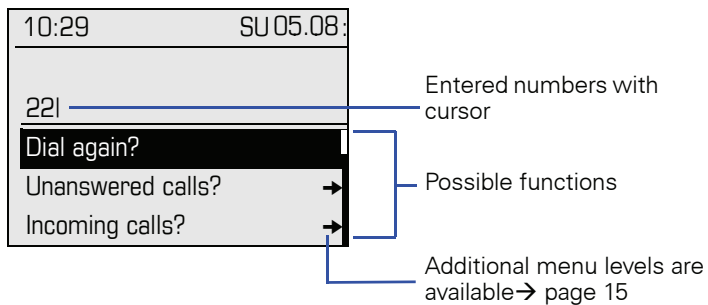


The scope and type of functions that may be offered automatically varies. As a result, the entry "Unanswered calls" only appears if entries are actually available.

When an arrow appears to the right of a selected entry, then another menu level is available, which you can select with the or keys → page 15.

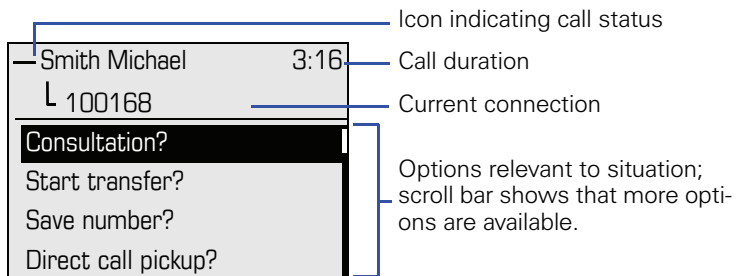
Appearance during dialing

Example: You have lifted the handset, or pressed the speaker key, and are entering a phone number.



Appearance during an ongoing call

Example: You are connected with a caller.



Appearance during multi-line operation

Example: You have pressed a line key.

10:29

SU 05.08:

220807 active

Last number redial?

Saved number redial?

Unanswered calls?

Selected (used) trunk

Possible functions

Additional menu levels are available → page 15

Once you have pressed a line key, saved number redial functions are automatically available.

Icons for frequent call states

Icon	Meaning
—	The call is active
~	The call has been disconnected
⏸	You have placed the call on hold (e.g. consultation hold).
⏹	Your call partner has placed the call on hold

➡ Detailed descriptions of the various functions can be found in the sections "Making Calls – Basic Functions" → page 27 and "Making Calls – Convenience Functions" → page 44

Mailbox


Depending on your communications platform and its configuration (contact the relevant service personnel), the mailbox key gives you access to messages from services such as HiPath XPressions. The mailbox also keeps track of callbacks.

Both voice and fax messages can be stored in the mailbox (if so configured).

Signaling

New messages are indicated on the display in idle mode → page 19; in addition, the mailbox key lights up.


Ending message retrieval

Press the menu key . The menu LED key goes out.





The mailbox LED key turns off only when all messages have been viewed or erased.

Voicemails

Press the mailbox key .

If your system is appropriately configured, you can call the voice mailbox directly and immediately play back the stored messages.



New voicemails that have not been played back fully cannot be deleted. To mark a message as "played back", jump with   to the end of the message.

Using the mailbox function (optional)

By dialing the messaging phone number, users with a mailbox (HiPath Xpressions) can use functions from this system and configure call forwarding types and retrieve available messages, for example. Verbal user prompts guide you to the available functions. When call forwarding to the mailbox is activated, the messaging phone number is displayed. Information on call forwarding is provided from → page 35.


Callbacks

You can request a callback if the internal station called is busy or if nobody answers. This also applies for external calls via ISDN exchanges. This feature saves you from having to make repeated attempts to reach the user. You receive a callback

- When the other party is no longer busy
- When the user who did not answer has conducted another call.

In idle mode, the display shows the symbol and the number of new callback requests, and the mailbox LED key lights up.


Callback requests are saved in the mailbox.

Press the mailbox key .

The latest callback request is displayed.

Example:

100168 PETER	Call N	Caller ID
SU 05.08	16:25	Type of message
Call originator?		Possible functions
Delete?		
Next entry?		
Cancel?		

 Description of how to edit the entries → page 41.

Call log

Calls to your phone and numbers dialed from your phone are recorded chronologically in the call log, sorted, and divided into the following lists:

- Unanswered calls
- Incoming calls
- Outgoing calls

Your phone saves the last 10 unanswered calls, the last 6 outgoing calls, and the last 12 incoming calls in chronological order. Each call is assigned a time stamp. The most recent entry in the list that has not yet been retrieved is displayed first. In the case of calls from the same caller, only the time stamp is updated.

Every list that contains at least one entry is automatically offered → page 19 in the idle menu → page 47.



Callers with suppressed numbers cannot be saved in the call log.

Information is displayed regarding the caller and the time at which the call was placed.

Example:

10:29	SU 05.08	
10168 PETER		Caller ID
Busy	21.02.	16:25
Output?		Possible functions
Next call?		




Description of how to edit the call logs → page 47.

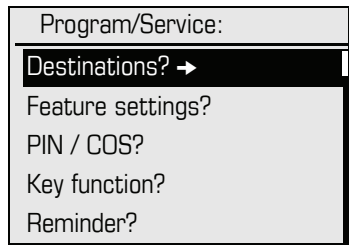
Service menu


Press a key on the 5-way navigator and select a menu option from the idle menu → page 19.

or

Press the menu key  and chose a menu option with the 5-way navigator → page 15.

The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu.



 An overview of the maximum functions available can be found at → page 119.

Step by step

Making Calls – Basic Functions



Please read the introductory chapter "Getting to know your OpenStage phone" → page 11 carefully before performing any of the steps described here on your phone.

Answering calls





An incoming call will cancel any ongoing telephone setting operations.

Answering a call via the handset

The phone is ringing. The caller is displayed.



Lift the handset.

if nec.  or 

Set the call volume.



Answering a call via the loudspeaker (speakerphone mode)

The phone is ringing. The caller is displayed.



Press the key shown. The LED key lights up.

The speakerphone function is activated.

if nec.  or 

Set the call volume.

Suggestions for using speakerphone mode:

- Tell the other party that speakerphone mode is active.
- Adjust the call volume while speakerphone mode is active.
- The ideal distance between the user and the phone in speakerphone mode is 50 cm.

Step by step



if nec. or

Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

Hold down the key and replace the handset. Then release the key and proceed with your call.

Set the call volume.

US mode

If your communication system is set to US mode (contact your service personnel), you do not have to hold down the speaker key when replacing the handset when switching to speakerphone mode.



Press the key shown.



Replace the handset. Proceed with your call.

if nec. or

Set the call volume.

Switching to the handset

Prerequisite: You are conducting a call in speakerphone mode.



Lift the handset.



The key shown goes out.

Open listening

You can let other people in the room join in on the call. Let the other party know that you have turned on the loudspeaker.

Prerequisite: You are conducting a call via the handset.

Activating



Press the key shown.

Deactivating



Press the lit key.

Step by step

Ending a call



Press the key shown.

or



Press the lit key.

or



Replace the handset.

Step by step

Making calls

Off-hook dialing



Lift the handset.



Internal calls: Enter the phone number.

External calls: Enter the external code and the station number.

The connection is set up as soon as your input is complete.

On-hook dialing



Internal calls: Enter the phone number.

External calls: Enter the external code and the station number.

The party you are calling answers via loudspeaker.



Lift the handset.

or

On-hook: Speakerphone mode.

Dialing with DDS keys

Prerequisite: You have configured a sensor key as a redial key → page 73.



Press the programmable redial key.

If the number you wish to dial is saved on the second level, press the "Shift" sensor key first.



Lift the handset.

or



Press the key shown.

Step by step

Redialing a number (saved number)

Prerequisite: You have saved a phone number
→ page 43.



Press the key shown.



The key lights up. Speakerphone mode.

or



Lift the handset.

or



Press the key shown.

Saved number redial?

Select and confirm.

The saved phone number is dialed.

Redialing a number (last dialed number)

The last phone number dialed on your telephone is dialed.



Lift the handset.

or



Press the key shown.

Last number redial?

Confirm the option shown.



On a multi-line phone, the last number dialed on the primary line is always saved.

Step by step

Turning the microphone on and off

You can temporarily deactivate the microphone on your handset to prevent the other party from overhearing a conversation, for instance, with a colleague in the same room.

Prerequisite: You are conducting a call.

Deactivating the microphone



Press the key shown.

Activating the microphone



Press the lit key.

Calling a second party (consultation hold)

You can call a second party while a call is in progress. The connection to the first party is placed on hold.

Prerequisite: You are conducting a call.

Consultation?

Confirm the option shown.



Enter and confirm the second party's phone number.

Ending a consultation call

Release and return?

Confirm the option shown.

The consultation call is disconnected. The call with the first party is resumed.

Step by step

Toggle?

Release and return?

Conference?



Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.

Select and confirm.

You are switched to the party on hold.

Ending an alternate operation

Select and confirm.

The active call is disconnected and the held call is restored.

Combine the calling parties into a three-party conference

Select and confirm.

An alert tone signals that a conference call has been established between all three parties.

Step by step

Consultation?



Start transfer?



Transferring a call

If your call partner wishes to speak to one of your colleagues, you can transfer the call.

Transferring with announcement

Select and confirm.

Enter and confirm the required party's phone number. Announce the call partner.

Replace the handset.


Your call partner is now connected to the party to whom they wish to speak.

Transferring without announcement

Select and confirm.

Enter and confirm the required party's phone number.

Replace the handset.

 If a connection cannot be established between the two parties within 40 seconds, you receive another call and are reconnected to your initial call partner.

Step by step

Call forwarding



If you belong to an ONS group (parallel call → page 112), please note the following:

Call forwarding can be configured on any phone in the ONS group and will then apply to all phones in that ONS group.

Call forwarding between two phones in an ONS group is not possible.

Overview of forwarding types

You can configure different call forwarding settings for your station.

Variable call forwarding	All calls are forwarded to the saved phone number, the phone number is deleted after deactivation.
Fixed call forwarding	All calls are forwarded, the saved phone number is not deleted after deactivation.
Forwarding for intl	Only internal calls are forwarded.
Forwarding for extnl	Only external calls are forwarded.
Call forwarding - busy	If your station is busy, all calls are forwarded.
Call forward. no reply	If you do not answer a call, all calls are forwarded ^[1] after a certain length of time.
Call forward. busy/no reply	If your station is busy or you do not answer a call, all calls are forwarded after a certain length of time ¹ .

[1] This duration is defined by your service personnel.

Apart from "Forwarding for intl" and "Forwarding for extnl", the call forwarding types preclude each other. For the two exceptions, you can program and activate one call forwarding destination.

Step by step

Destinations? →

Call forwarding? →

Next forwarding type?


Enter destination:

Save?

Act. FWD-FIXED?

Deact call forwarding?

Fixed call forwarding (all calls)

If you have programmed a destination for fixed call forwarding, forwarding can always be activated and deactivated using the key . The programmed forwarding destination remains unchanged until you reprogram or delete it.

Configuring/modifying a fixed forwarding destination

Open the service menu → page 26.

Confirm the option shown.

Confirm the option shown. "Variable call forw." is displayed.

Confirm the option shown. "Fixed call forw." is displayed.

If you have already programmed call forwarding, the call forwarding destination is displayed.

Select and confirm.

Enter the phone number of the call forwarding destination. If you have already saved a destination, it is deleted.

Confirm, when the phone number is complete.

Fixed call forwarding is saved and activated.

Activating fixed call forwarding

Prerequisite: A fixed call forwarding destination must be saved → page 36.

Press the key shown. The LED key lights up.

Open the idle menu.

Select and confirm.

Deactivating fixed call forwarding

Press the lit key. The LED key goes out.

Open the idle menu.

Select and confirm.

Fixed call forwarding is deactivated. The destination number is retained.

Step by step

Deleting a fixed call forwarding destination

You can delete the destination for fixed call forwarding.



Open the service menu → page 26.

Destinations? →

Confirm the option shown.

Call forwarding? →


Confirm the option shown.

Next forwarding type?

Confirm the option shown. "Fixed call forwarding" and the forwarding destination are displayed.

Delete?

Select and confirm.

The forwarding destination is deleted. If fixed call forwarding was activated, it is now deactivated. The  key is deactivated.

Step by step

Variable forwarding (all calls)

In the case of variable call forwarding, programming a forwarding destination activates call forwarding for all calls. If call forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating variable call forwarding



Open the idle menu.

Act. FWD-VAR-ALL-BOTH?

Select and confirm.

or



Open the service menu → page 26

Destinations? →

Confirm the option shown.

Call forwarding? →

Confirm the option shown.

"Variable call forw." is displayed.

Enter destination:

Select and confirm.



Enter the phone number of the call forwarding destination.

Save?

Confirm, when the phone number is complete.

Call forwarding is saved and activated.

Deactivating variable call forwarding



Press the lit key. The LED key goes out.

or



Open the idle menu.

Deact call forwarding?

Select and confirm.

Call forwarding is deactivated. The destination number is deleted.

Step by step

Additional forwarding types

This description applies for the following forwarding types:

- Forwarding for intl
- Forwarding for extnl
- Call forwarding - busy
- Call forward. no reply
- Call forward. busy/no reply

Programming a forwarding destination activates call forwarding. If call forwarding is deactivated, the forwarding destination is deleted at the same time.

Configuring and activating call forwarding



Open the service menu → page 26.

Destinations? →

Confirm the option shown.

Call forwarding? →

Confirm the option shown.

Next forwarding type?

Variable call forwarding is offered first.

Confirm until the required forwarding type → page 35 is shown in the first line.

Example:

FWD-VAR-ALL-INT

off

Forwarding type with status.

Enter destination:

Select and confirm.



Enter the call forwarding destination number.

Save?

Confirm, when the phone number is complete.

Deactivating variable call forwarding



For "Forwarding for intl" and "Forwarding for extnl": Press the lit key. The LED key goes out.



For all other forwarding types: Open the idle menu.

Deact call forwarding?

Select and confirm.

Call forwarding is deactivated and the destination number is deleted.



Call forwarding can also be preconfigured in the system → page 66.

Step by step

Displays

In idle mode (→ page 19), the following signals remind you that call forwarding is activated:

Fixed/variable call forwarding

The LED key lights up.

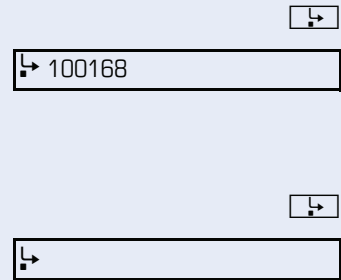
The call forwarding icon and the phone number or, if necessary, the name of the forwarding destination are shown.

Forwarding for intnl/external

The LED key lights up.

Only the call forwarding icon is displayed.

There is no display message for the call forwarding types "Busy", "No answer" and "Busy/no answer". The LED key does not light up.



Step by step



(↩ 02

Callback?



or



Using callback

In idle mode → page 19, the following signals alert you to the presence of saved callbacks:

The LED key lights up.

The callback symbol and the number of callback requests are displayed.



If you belong to an ONS group (parallel call → page 112), please note the following:

Callback on busy is only signaled on the busy phone, not in the whole ONS group.

Callback on no reply is entered in the mailbox (→ page 23) on all internal system phones in an ONS group.

Storing a callback

Prerequisite: The internal station called is busy or nobody answers.

Confirm the option shown.



If the party has activated call forwarding (→ page 35), you will receive the callback from the call forwarding destination.

Accepting a callback

Prerequisite: You have saved a callback request. Your telephone rings.

Lift the handset. You hear a ring tone.

Press the key shown. You hear a ring tone.

Step by step



Display callbacks?

Next callback?

Delete?



or

Cancel?

Checking/deleting a saved callback

Prerequisite: You have saved callbacks → page 41.

Open the idle menu.

Select and confirm.
The newest entry is displayed first.

Select the displayed function and press the "OK" dialog key to display additional entries.

Deleting a displayed entry

Select and confirm.

Ending Retrieval

Press the key shown.

Select and confirm.

Step by step

Save number?



Destinations? →

Saved number redial? →

New entry?



Save?

Storing saved number redial

Saving the current phone number

Prerequisite: You are conducting a call. The other party's phone number is displayed.

Select and confirm.

Saving any phone number

Prerequisite: Your phone is in idle mode → page 19.

Open the service menu → page 26.

Confirm the option shown.

Select and confirm.

Confirm the option shown.

Enter the phone number.

Confirm the option shown.



Dial the saved phone number from the idle menu
→ page 31.

Step by step

Making Calls – Convenience Functions

Answering calls

Answering a call with a headset

Prerequisite: The headset is connected.



The LED flashes when a call is received.
Press the key shown. Conduct call.

Ending the call:



Press the key shown. The LED key goes out.

Answering a call via a DSS key

Prerequisite: You have configured direct station selection keys on your telephone → page 16 and → page 73.



Press the direct station selection key.
Speakerphone mode.

or



Lift the handset.



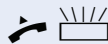
For information on the meanings of the LED displays of the DSS keys, see → page 73, → page 16.

Step by step

Accepting a call for another member of your team

If a team member does not answer a call within 15 seconds (system-dependant), the remaining team members hear an alert tone.

In idle mode



The phone is ringing. "Call for" is displayed on the phone.

Lift the handset **and** press the flashing "Pickup" key. You have now picked up the call.



Press the flashing "Pickup" key.
Speakerphone mode.

During calls



Press the flashing "Pickup" key.

The first party is placed on hold while you are connected to the second party.

Ending the second call and returning to the first one



Press the key shown.

Accepting a specific call

You hear another telephone ring and recognize the number, or a colleague requests that you pick up calls for a specific phone.



Lift the handset.

Direct call pickup?



Select and confirm.

Enter the phone number of the phone from which you wish to pick up calls. In this way you can accept the call.

Display called extension

If the number of the phone in a call pickup group, for which you wish to pick up a call, is not displayed (the default display for call pickup groups is deactivated), you can lift the handset and enter the code for "Display on request". Contact your service personnel for this code.



Lift the handset.

Step by step



Enter the system code for "Display on request" (contact the relevant service personnel if necessary).
The phone number is displayed once you have entered the code.

Picking up a call in a hunt group

If configured, you can also be reached using a hunt group phone number.



Your telephone rings.



Lift the handset.

Using the speakerphone


A colleague addresses you directly over the speaker with a speaker call. Speakerphone mode and open listening are automatically activated.



Answering via speakerphone mode is immediately possible.

or 

Lift the handset and answer the call.

 Placing a speaker call to a colleague → page 62.

Step by step

Making calls

Dialing with a direct station selection key

Prerequisite: You have configured direct station selection keys on your telephone → page 16 and → page 73.



Press the DSS key.



Lift the handset.

or



Press the key and enter speakerphone mode.



For information on the meanings of the LED displays of the DSS keys, see → page 16.

Dialing a phone number from a list

Information on the features of the call log as well as a display example for an entry is provided on → page 25.



If you belong to an ONS group (parallel call → page 112), please note the following:

A call log is maintained for all phones in an ONS group. The call log can be viewed by any internal member of the ONS group with a system telephone.



Open the idle menu.

Unanswered calls?



Select and confirm.

or

Incoming calls?



Select and confirm.

or

Outgoing calls?



Select and confirm.

The latest entry in the relevant list is shown, see the example on → page 25.

Step by step

Next call?

Displaying additional calls in the list

Select and confirm.

Output?

Dialing a number from the call log

Select and confirm.

The party is called.

Delete?

Deleting an entry from the call log

Select and confirm.

Return?

Ending Retrieval

Select and confirm.

or



Press the key shown.

Using speed dialing

Speed dial numbers may contain command or access code sequences and may be linked to other speed dial numbers → page 76.

Making calls using central speed dial numbers

Prerequisite: You know the central speed dial numbers → page 76.



Press the key shown.



Enter code!

Enter the system code for "Speed Dial" (contact the relevant service personnel if necessary).

Dialing using individual speed dial numbers

Prerequisite: You have configured individual speed dial numbers → page 77.



Open the service menu → page 26.

Use speed dialing?

Select and confirm.



Enter the speed dial number.

Step by step

Talking to your colleague with a speaker call

You can place a speaker call to an internal party using the loudspeaker on their telephone. You can also use the functions under "HiPath 4000 as a entrance telephone system" → page 61.

Prerequisite: A programmed "Speaker call-two-way" sensor key is configured on your phone.



Press the "COM Spk 2way" programmed sensor key.



Enter the phone number.



Wait for the tone.



Lift the handset and speak to the party who answers.

or



Press the key and enter speakerphone mode.



If the party to whom you are speaking has activated "Speaker call protect" on their phone → page 83, your speaker call will be received as a normal call.

Step by step

During a call

Call waiting with a direct station selection key

Prerequisite: You have configured direct station selection keys on your telephone → page 16 and → page 73. The line of the party you wish to call is busy.



Press the DSS key.

The called party accepts your waiting call.



Lift the handset.

or



Press the key and enter speakerphone mode.



For information on the meanings of the LED displays of the DSS keys, see → page 16.

Using call waiting

You can specify whether you wish to accept a second call (call waiting) during a call.



If you belongs to an ONS group (parallel call → page 112), please note the following:

In addition to an alert tone on the busy phone, the second call is signaled with a ring tone on the other phones in the ONS group.

Activating/deactivating second call



Open the service menu → page 26.

Feature settings?

Select and confirm.

Camp-on?

Select and confirm.

Activate?

Select and confirm.

or

Deactivate?

Select and confirm.

Step by step

Accepting a second call with a sensor key

Prerequisite: You are conducting a call "Camp/Override" is activated. The "Pickup" sensor key is programmed. An alert tone is audible.



The LED on the "Pickup" sensor key flashes. The caller hears the ring tone.

Press the key shown.



You are connected to the call waiting party immediately. The first party is placed on hold.

Ending the second call and resuming the first one:



Press the key shown.

or



Replace the handset and lift it once more.

Accepting a second call via the menu

Prerequisite: You are conducting a call and the "Camp/Override" function is activated.



The name/phone number of a second call is displayed on the telephone and signaled via the call waiting tone. The caller hears the same ring tone as if they were free.

Answer camp-on?

Select and confirm.



You can talk to the second party. The connection to the first party is on hold.

Ending the second call and resuming the first one



Press the key shown.

or



Replace the handset and lift it once more.

Step by step

Using the shift key

The sensor key "Split" → page 16 (must be configured by the relevant service personnel) can be used for the following functions:

- Consultation (return to waiting call or waiting conference)
- Alternating
- Acceptance of a second call
- Acceptance of a group call

Second call



You hear a call waiting tone. Information for the call is displayed.



Press the flashing sensor key "Split". You pick up the waiting call. The LED lights up.

Alternating



You are connected with two parties. One party is on hold. The sensor key "Split" lights up.



Press the sensor key "Split" to switch to the other party. The first party is placed on hold.

Consultation



You call the second party. The second party does not answer.



Press the sensor key "Split" to return to the waiting party or conference.

Group call



You are connected with a party. A group call is waiting. Information for the group call is displayed.



Press the flashing sensor key "Split". You pick up the group call, the first party is placed on hold. The LED lights up.

Step by step

System-supported conference

You can include up to eight internal and external parties in a system-supported conference. Parties with system phones can perform/use all of the functions listed below at the same time. ISDN phones and external parties are passive participants – they can only be included in the current conference.

You can include parties and conferences from a remote system in your conference. The remote parties can establish and extend their own conference. Parties in this conference are included in your current conference. However, they cannot perform/use the functions listed below.

The following functions are supported for all conference participants with system phones:

- Establishing a conference by calling a party, receiving a call, conducting a consultation call or receiving a second call
- Accepting a second call and including the caller in the conference
- Toggling between the conference and a consultation call or second call
- Conducting a consultation call during a conference and connecting it to the conference
- Connecting conference participants from two independent conferences via a remote network
- Overview of all conference participants
- Transferring a conference to a new party

The functions listed can be performed by all conference participants simultaneously.

Step by step

Start conference?



Conference?

Conf. 1-2-3
Add to conference?

Consultation?



Conference?



or

Answer camp-on?



Conference?

Establishing a conference

Initiating a conference from a single call

You are conducting a call.
Select and confirm.
Call the second party.
Inform this party that you are initiating a conference.
Confirm the option shown.
The following message is displayed: „1 is your position“
This message is then displayed.

Establishing a conference from a consultation call

You are connected to a party and call a second party.
Select and confirm.
Call the second party.
Inform this party that you are initiating a conference.
Select and confirm.
The following message is displayed: „1 is your position“

Establishing a conference from a second call

Prerequisite: You are conducting a call and receive a second call (→ page 51).

You are conducting a call.
An alert tone is audible.
Press the sensor key "Pickup".
only if there is no sensor key „Pickup“:
Select and confirm.
You are connected to the call waiting party immediately.
The other party is placed on hold
Select and confirm.
The following message is displayed: „1 is your position“
All parties are connected to a single conference.

Step by step

Adding a party

Any party in a system conference can extend the conference by

- calling a specific party and connecting them
- connecting a party from a consultation call to the conference, or
- accepting a second call and connecting the caller to the conference.

Calling a specific party and connecting them

You intend calling another party and connecting them to the conference.

Add to conference?



Select and confirm.

Conference?

Call the new party.

Inform this party that you are initiating a conference.

Select and confirm.

The party is connected to the conference.

Return to conference?

If the new party does not answer

Select and confirm.

Consultation?



Select and confirm.

Call a party. Hold the consultation call.

Conference?

Select and confirm to connect the party from the consultation call to the conference.

or

Toggle?

Toggle between the conference and the consultation call.

or

Release and return?

Select and confirm to end the consultation call and return to the conference.

Step by step

Accepting a second call and connecting it to the conference

If you receive a second call during the conference
→ page 50, you can connect this party to the conference.

Prerequisite: You are conducting a call in a conference and receive a second call → page 51.



You are conducting a call in a conference.



An alert tone is audible.



Press the sensor key "Pickup".

or

only if there is no sensor key „Pickup“:

Answer camp-on?

Select and confirm.



You are connected to the call waiting party immediately. The conference is placed on hold.

Conference?

Select and confirm to connect the second call to the conference.

Transferring a conference

Each party can transfer the conference to a third party whom they have called via a consultation call or via the "Add to conference?" function. This party is not a participant in the conference at this point. The conference cannot be transferred to a second call.

Prerequisite: You are in a conference.

Consultation?

Select and confirm. The conference participants are placed on hold.



Call a party.

or

Add to conference?

Select and confirm.



Call a party and announce the transfer.

Transfer conference?

Select and confirm.
You have left the conference.



Replace the handset.

Step by step

View members?

220870 1
Next conference party?

Next conference party?

or

Stop viewing?

or

Release party?

Remove last party?

☐

or

Hold?

Conference
On hold

☐

Disconnecting a specific participant from the conference

You are connected to a conference and wish to disconnect one of the participants.

Retrieving a conference and disconnecting specific participants

Select and confirm.

The phone number and, if necessary, the name of the conference participant is displayed with the first status number.

Confirm to show the next participant.

Select and confirm to exit the display.

Select and confirm to disconnect the current participant from the conference. If the conference only included three parties, it is now closed.

Disconnecting the last participant

You would like to disconnect the last participant who joined the conference.

Select and confirm. The last participant who joined the conference is disconnected. If the conference only included three parties, it is now closed.

Putting the conference on hold

On multi-line telephones, you can place the conference on hold and conduct another call on a different line, for example.

Press the line key.

Select and confirm.

The conference is placed on hold.

Press the line key for the conference that is on hold – you are then reconnected to the conference.

Step by step

Entering commands using tone dialing (DTMF suffix dialing)

After dialing a phone number you can set tone dialing. This allows you to use command entries to control **D**ualtone **M**ulti-**F**requency (DTMF) devices, such as answering machines or attendant systems.



Open the service menu → page 26.

More features? →

Select and confirm.

DTMF suffix dialing?

Select and confirm.

You can now enter commands using the keys 0 - 9, the asterisk key, and the pound key.



Ending the call also deactivates DTMF suffix dialing.

Depending on your system configuration, "DTMF suffix dialing?" may appear in the display once you have finished entering the number. You can then enter commands immediately after dialing the phone number.

Step by step

System-wide parking

On HiPath 4000 systems, you can park up to ten internal and/or external calls and retrieve them on another phone.

There are two options for parking a call:

- Automatic park
- Manual park

You **cannot** park calls if:

- All park positions are busy
- The park position you wish to use is busy
- The station is an attendant console
- The call is a consultation call
- The call is in a conference

Manually parking a call

You can manually park a call in a free park position from your phone, and retrieve it on your phone or another phone. You can also perform this function on non-display phones.

Own phone

Park to station?



Select and confirm.

Enter the destination number.

The call is now parked.



Replace the handset.

If "Park" is not available, you will receive acoustic and also visual notification.

Return to held call?

or



Confirm and continue the call.

Replace the handset. You will receive a recall for the call on hold.

Retrieving a parked call

Destination phone

Lift the handset.



or



Press the key and enter speakerphone mode.

Step by step

If you cannot reach a destination ...

Call waiting (camp-on)

Camp-on?



Prerequisite: An internal station is busy. It is important that you reach the station.

Select, confirm and briefly wait.

Your colleague hears a warning tone during the call. If their phone has a display, your name and phone number is displayed.



To camp on, you must have received the correct authorization.

Camp on is not possible if the called party has do-not-disturb activated.

Busy override - joining a call in progress

Override?



Prerequisite: The called station is busy. It is important that you reach this colleague.

Select, confirm and briefly wait.

Your colleague and their call partner hear a warning tone.

You can now start talking.



To override a call, you must have received the correct authorization.

Call override is not possible if the called party has station override security activated.

Step by step

HiPath 4000 as an entrance telephone system (two-way intercom)

You can place a speaker call to an internal party on HiPath 4000 using the loudspeaker on their telephone to establish a connection. You can initiate a speaker call from a consultation call. The following functions are available:

- System-wide speaker call
 - to a variable destination
 - to a fixed destination
- Speaker call in a group
 - to a variable destination
 - to a fixed destination
- Two-way intercom in a group
 - to a variable destination
 - to a fixed destination
- Announcement to all members of a line trunk group

You can cancel the speaker call or the announcement by replacing the handset or, during a consultation call, by retrieving the call on hold.



Please ensure for all functions that **Speaker call protect** is **deactivated** on the relevant phones
→ page 83.

If a speaker call is placed to a party and "Speaker call protect" is activated on their phone, the speaker call is ignored and a normal call is established.

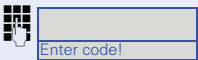
Step by step

System-wide speaker call

You can place a speaker call from your phone to any internal party with a telephone equipped with speaker-phone mode or a loudspeaker.

Speaker call to a variable destination

Prerequisite: The "Speaker call-one-way" sensor key is programmed.



or



or



Lift the handset.

Press the key and enter speakerphone mode.

Enter the system code for "Speaker call-one-way" (contact the relevant service personnel if necessary).

Press the "Spkr. 1-way" programmable sensor key.

Enter the internal number of the party.

A connection is immediately established to this destination station's loudspeaker if

- the station is not busy
- the handset has not been lifted
- "Speaker call protect" is not activated

The caller hears a confirmation tone when the connection is established and they are free to start speaking.

The called party can accept the connection by lifting the handset.

If the called party presses the speaker key or the line key (if configured), the connection is lost.




The same number of speaker calls and normal connections is possible.

Step by step

Speaker call to a fixed destination


The system code for "Speaker call-one-way" and the destination number are programmed on a repdial key → page 74.

 Press the programmable repdial key. A connection to the destination loudspeaker is immediately established.

The other functions correspond "Speaker call to a variable destination" → page 62.

Speaker call in a group

You can also establish a normal connection within a group or team (with team call = speed dial numbers 0-9 or 00-99 for team members) via a speaker call. The speaker call is then initiated by a group telephone.

 The function "COM group speaker call" is line-independent - all phones can call each other via a speaker call.

Speaker call to a variable destination



or



Enter code!

or



Lift the handset.

Press the key and enter speakerphone mode.

Enter the system code for "COM group speaker call" (contact the relevant service personnel if necessary).

Press the "COM Group" programmed sensor key.

Enter the speed dial number for the corresponding group member.

A connection is immediately established to this destination station's loudspeaker if

- the station is not busy
- the handset has not been lifted
- the do not disturb function is not activated



The called party accepts the DSS call by lifting the handset.



or

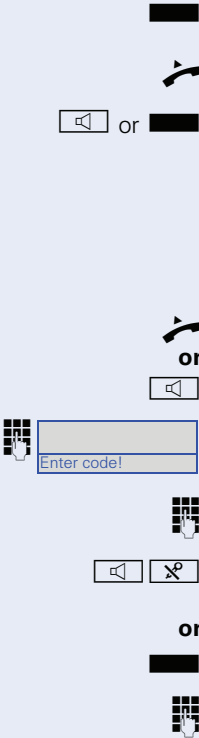


If the called party presses the speaker key or the line key (if configured), the connection is lost.

Speaker call to a fixed destination

The system code for "COM group speaker call" and the speed dial number for the corresponding group member are programmed on a repdial key → page 74.

Step by step



Press the programmable repdial key. A connection to the destination loudspeaker is immediately established. The called party can accept the connection by lifting the handset.
If the called party presses the speaker key or the line key (if configured), the connection is lost.

Two-way intercom to a variable destination

When using the two-way intercom in a group, the loudspeaker and the microphone of the destination phone are automatically switched on.
Lift the handset.

Press the key and enter speakerphone mode.
Enter the system code for "Speaker call-two-way" (contact the relevant service personnel if necessary).

Enter the speed dial number for the corresponding group member.
The loudspeaker and microphone of the destination phone are automatically switched on.

Press the "COM Spk 2way" programmed sensor key.
Enter the speed dial number for the corresponding group member.
The loudspeaker and microphone of the destination phone are automatically switched on.

Two-way intercom to a fixed destination

The system code for "Speaker call-two-way" and the speed dial number for the corresponding group member are programmed on the repdial key → page 74.
Press the programmed sensor key.
The loudspeaker and microphone of the destination phone are automatically switched on.

Step by step

Announcement (broadcast) to all members of a line trunk group

You can use this function to send an announcement to all members (10 - 40) of a line trunk group.



Once you have activated the group call, you will hear a confirmation tone. You can then begin the announcement.



Lift the handset.

or



Press the key and enter speakerphone mode.



Enter code!

Enter the system code for "Speaker call-1-way bcst" (contact the relevant service personnel if necessary)



Enter the internal phone number of the group member.

or



Press the "Broadcst Spk" programmed sensor key.



Enter the internal phone number of a group member.



The loudspeakers on all group phones are automatically switched on and you will hear a confirmation tone. You can begin the announcement.



You end the announcement by replacing the handset.



If a group member lifts their handset, they are connected to you and the announcement is ended.



or



If a group member presses the speaker key or the relevant line key for the announcement, they are disconnected from the announcement. If the last remaining member of the group presses the speaker key or line key, the announcement ends.

Step by step

Using call forwarding



Please note the description for programming call forwarding → page 35.

Automatically forwarding calls

The relevant service personnel can configure different call forwarding settings in the system for internal and external calls and activate these settings for your station. The following calls may be forwarded

- All calls without restriction
- Calls on busy
- Calls on no reply

Forwarding for all calls without restriction should only be configured if the station is only used for outgoing calls (e.g. in an elevator).

If you have configured fixed or variable forwarding and the manual forwarding destinations are not reachable (e.g. busy), calls are automatically forwarded to system forwarding destinations.

Delayed call forwarding

This is configured by the relevant service personnel for the system.

Prerequisite: The second call feature must be activated → page 50.

If you have activated "Call forwarding busy/no reply" or "Call forwarding no reply" (→ page 35), you will hear a call waiting tone when a second call is received and the caller information will appear in your display. You then have the option of accepting this call before call forwarding is activated (e.g. if you are waiting for an urgent call).

The caller hears the ring tone and is only forwarded to another station once a set time has elapsed.

Step by step

Forwarding calls for other stations

You can save, activate, display and deactivate call forwarding for another phone, fax or PC station from your own phone. You must have the PIN of the other station or have "Call forwarding for other stations" access rights. In both cases, the relevant service personnel for your system will provide assistance.

Saving a call forwarding destination for another phone and activating call forwarding



Open the service menu → page 26.

Destinations? →

Confirm the option shown.

Forwarding station No.?

Select and confirm.

Variable call forw.?

Confirm the option shown.



Enter the number of the other telephone.

Completed?

Confirm the option shown.



Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

Completed?

Confirm the option shown.



Enter the destination number.

Save?

Select and confirm.

Call forwarding is now active.

Step by step

Saving a call forwarding destination for fax/PC/busy station and activating call forwarding

>≡

Destinations? →

Forwarding station No.?

Open the service menu → page 26.

Confirm the option shown.

Select and confirm.

Enter the code for the call forwarding type you wish to set. Codes are assigned by the relevant service personnel. You can enter the codes applicable to you in the table below:

Call forwarding for fax	
Call forwarding for PC	
Call forwarding on busy	

⌘

Completed?

Enter the number of the other station.

Confirm the option shown.

⌘

Completed?

Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

Confirm the option shown.

⌘

Save?

Enter the destination number.

Confirm the option shown.
Call forwarding is now active.

Step by step



Feature settings? →

Forwarding station No.?

Variable call forw.?



Completed?



Completed?

Deactivate?

or

Display?

3428----->8968

Displaying/deactivating call forwarding for another phone

Open the service menu → page 26.

Select and confirm.

Select and confirm.

Confirm the option shown.

Enter the number of the other telephone.

Confirm the option shown.

Enter the PIN
(only applicable if your station does not have "Call forwarding for other stations" access rights).

Confirm the option shown.

Deactivating

Confirm the option shown.


Display

Select and confirm.

Sample display:

Calls for station 3428 are forwarded to station 8968.


Step by step



Feature settings?

→

Forwarding station No.?



Displaying/deactivating call forwarding for fax/PC/busy stations


Open the service menu → page 26.

Select and confirm.


Select and confirm.

Enter the code for the call forwarding type you wish to set. Codes are assigned by the relevant service personnel. You can enter the codes applicable to you in the table below:

Displaying call forwarding for fax	
Displaying call forwarding for PC	
Displaying call forwarding when busy	
Deactivating call forwarding for fax	
Deactivating call forwarding for PC	
Deactivating call forwarding when busy	




Completed?



Enter the number of the other station.

Confirm the option shown.



Completed?

Enter the PIN (only applicable if your station does not have "Call forwarding for other stations" access rights).

Confirm the option shown.

Deactivate?

Confirm the option shown.

or

Display?

Checking

Select and confirm.

Changing call forwarding for another station

Proceed as for saving/activating call forwarding:
for another phone → page 67,
for fax, PC or busy station → page 68.

Step by step

Leaving/rejoining a hunt group

Prerequisite: A hunt group is configured for the team.

You can leave the hunt group at any time, for example, when you leave your workstation. When you are present, you can join it again.



You can still be reached via your own phone number even when you are not in the hunt group.



Feature settings? →

Join hunt group?

Deactivate?

or

Activate?

Open the service menu → page 26.

Select and confirm.

Select and confirm.

Confirm the option shown

confirm the option shown.

Step by step

Programming Sensor Keys

You can program frequently used functions or phone numbers onto the sensor keys on your OpenStage 40 → page 16. The available functions are offered while the sensor key is being programmed.

Saving a function to a sensor key



Open the service menu → page 26.

Key function?

Select and confirm.



Press the programmable sensor key.

Change?

Confirm the option shown.

Select the required function.



The available functions depend on your configuration. If a function is missing, contact your service personnel.

Save?

Confirm the option shown.




Briefly touching the key activates the programmed function. For functions that can be switched on/off, such as second call, press once to switch the function on and again to switch it off. When the function is switched on, the LED lights up.

The label appears automatically and cannot be altered.

The LED display shows the status of the function → page 16.

Step by step

Configuring repdial/direct station selection keys

 Please refer to the notes on → page 16.

Prerequisite: You have programmed a sensor key with the function "Repdial" or "Direct station select" → page 72.

Defining the phone number

Press the required repdial/DSS key.

Enter new number?

Confirm the option shown.



Enter the number

Completed?

Confirm the option shown. Your entry is saved.

Use Destination Number?

Confirm the option shown.

R 220870

The phone number entered is displayed as the key label.

or

Use Destination Name?

Select and confirm.

R Matthews

If the number entered is assigned a name in HiPath 4000, you can display this as a key label.

or

Create Personal Label?

Select and confirm.

Gerard Matthew

You can enter any name. For more information, see → page 75.

Save?

Select and confirm. Your entry is saved.

Delete?

Deleting phone number/label

Select and confirm. The phone number and the name (if available) are deleted.

Step by step

Enter Consult?



Enter Pause?



* 2abc 0+

4ghi 7pqrs



Additional repdial key functions

Prerequisite: You have defined a phone number for a repdial key and are still in the menu → page 73.

Entering an automatic consultation call

Select and confirm. "RF" appears in the display.

Add the destination number.

➡ If you press this key during a call, a consultation call is immediately set up. The first party is placed on hold, the number of the saved destination is dialed.

Entering a number with a pause (example)

Select and confirm. The display shows: "P".

Enter additional numbers.

➡ A pause is three characters long.

Redial keys with enhanced functions

Some functions are not available via the menu - you must enter codes to access them. These codes are configured in the HiPath 4000 system. You can obtain these codes from your service personnel.

Example: Locking the phone with simultaneous call forwarding

➡ The codes used here are examples and may differ from the settings in your system.

Enter the phone locking code.

Activate the code for call forwarding.

Enter the destination number.

➡ In networked systems, the sequence must end with **#**.

Step by step

Changing the label on a sensor key

You can also subsequently change the label specified when programming a selected dialing/DSS key.

Change label

Edit Label?

Create Personal Label?

Backspace?

Save?

Delete?

Press the required repdial/DSS key.

Select and confirm.

Select and confirm.

Enter text via the keypad → page 17.

Confirm the option shown. Deletes characters to the left.

Select and confirm. Your entry is saved.

Select and confirm. Deletes the label.



Adapt the contrast of the key label to your surroundings → page 108.

Step by step

Saving Speed Dial Numbers and Appointments

Central speed dial numbers



Speed dial numbers are configured by your service personnel.

Speed dial numbers are saved in the system.

Your service personnel will provide you with the central speed dial directory, for example, in print form.

Making calls using speed dial numbers → page 48.

Speed dialing with extensions



Speed dial numbers with sequences are configured by your service personnel.

Functions and phone numbers, as well as additional access codes, can be saved on a speed dial number.

As the number of characters for a speed dial entry is limited, you can link up to ten speed dial numbers for longer sequences.

Example:



You want to lock your phone and simultaneously activate call forwarding when you leave your office. These two actions can be saved as a sequence on a speed dial number.

Another speed dial number can be saved to release the phone lock and deactivate call forwarding.

Making calls using speed dial numbers → page 48.

Step by step

Individual speed dial numbers

You can program the keys  to  with ten frequently used phone numbers.



Open the service menu → page 26.

Destinations? →

Confirm the option shown.

Speed dial features?

Select and confirm the option shown.



Press the required speed dial key. If the key is already in use, the programmed phone number appears on the screen.



Enter the phone number.

Save?

Confirm the option shown.
Your entry is saved.

Making calls using speed dial numbers → page 48.

Step by step

Appointments function

You can configure your phone to call you to remind you about appointments. To do this, you need to save the time you want the call to be made. You can do this for the next 24 hours.

Saving appointments

Open the service menu → page 26.

Select and confirm.
The display indicates whether a reminder has already been saved.

For the first appointment: Confirm the option shown.
For additional appointments: Select and confirm.
Enter a 3-digit or 4-digit time, such as 845 (= 8.45 a.m.) or 1500 (= 3.00 p.m.).
Confirm the option shown.

Deleting saved reminders

Open the service menu → page 26.

Select and confirm.
A saved reminder is displayed.
Confirm, if you have multiple reminders saved.
Select and confirm.

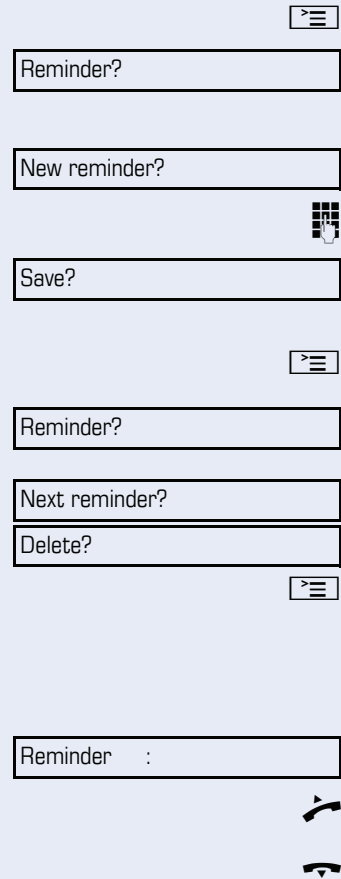
Press the key shown.

Using timed reminders

Prerequisite: You have saved a reminder. The current time is the time stored.
The phone is ringing.

Lift the handset. The timed reminder appears on the screen.
Replace the handset.

➡ If you do not lift the handset, the phone rings several more times and "Reminder" is displayed before the reminder is deleted.



Step by step

Dialing with Call Charge Assignment

You can assign external calls to certain projects.

Prerequisite: Project numbers (1 - 5) are configured for certain projects and you have an account code (project code) for the project.

Dialing with project assignment



Open the service menu → page 26.



Enter a service code between 61 (for project number 1) and 65 (for project number 5).



Enter the PIN.

or



Open the service menu → page 26.

PIN / COS?

Select and confirm.

PIN 1?

Confirm the option shown.

if nec.

PIN 2?

Select and confirm PIN2 to PIN5.



Enter the number of the external station.

Then make a call as usual → page 27.



Project assignment is temporary. It is automatically switched off if you have not used your phone, for example, for five minutes.

Step by step

Call duration display

Call duration display is configured by the relevant service personnel. The display can show either call duration or call charges. It can also be switched off.

The call duration appears in the first line of the display on the right as HH:MM:SS and in 24-hour format. It is shown 10 seconds after the call starts.

The call charge display feature must be requested from the network operator and configured by the relevant service personnel.

Step by step

Privacy/Security

Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from using your phone during your absence.

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 20.

Prerequisite: You have received a personal identification number (PIN) from the relevant service personnel.

Locking the telephone to prevent unauthorized use

Open the service menu → page 26.

Select and confirm.

Select and confirm.



PIN / COS?

Change COS?

or



Hold down the key shown.



Enter the PIN (code no.).



When the phone is locked, a special dial tone sounds when the handset is lifted. Within the HiPath 4000 system, users can make calls as normal.

Unlock the phone

Open the service menu → page 26.

Select and confirm.

Select and confirm. You will hear the dial tone.



PIN / COS?

Change COS?

or



Hold down the key shown.



Enter the PIN (code no.).




Confirm the option shown.

If your entry is correct, "Carried out" is displayed.

Step by step

Activating/deactivating "Do not disturb"

You can activate the do not disturb function if you do not want the receive any calls. Internal callers hear the ring tone and the message "Do not disturb". External callers are redirected to the attendant console. The relevant service personnel can set forwarding destinations for do not disturb so that internal and external calls can be forwarded.

 If your belongs to an ONS group (parallel call → page 112), please note the following:
Do not disturb can be activated/deactivated on any phone in the ONS group - it then applies to all phones in that group.

Prerequisite: The relevant service personnel have activated do not disturb for all HiPath 4000 stations in your system.



Open the service menu → page 26.

Feature settings? →

Select and confirm.

Do not disturb?

Select and confirm. The display shows whether do not disturb is activated or deactivated.

Activate?

Confirm the option shown.

or

Deactivate?

confirm the option shown.

Step by step

Activating/deactivating "Speaker call protect"

You can block speaker calls to your phone. If a caller attempts to contact you via a speaker call, the connection is established as a normal call.



Open the service menu → page 26.

Feature settings? →

Select and confirm.

Speaker call protect?

Select and confirm. The display shows whether "Speaker call protect" is activated or deactivated.

Activate?

Confirm the option shown.

or

Deactivate?

confirm the option shown.



When you lift the handset, you will hear a tone reminding you that "Speaker call protect" is activated.

The attendant can bypass "Speaker call protect" and reach you.

If the relevant service personnel have blocked "Speaker call protect" generally for HiPath 4000, the menu option "Speaker call protect?" does not appear in the service menu.

Caller ID suppression

Display suppression only applies to a subsequent call and is not saved in the case of saved number redial → page 31.



Open the service menu → page 26.

More features? →

Select and confirm.

Display suppression?

Confirm the option shown. You will hear the dial tone.



Enter the number of the party you wish to call. If the called party accepts the call, your number is not displayed.

Step by step

Identifying anonymous callers (trace call)

You can have the carrier identify malicious external callers. You can save the caller's station number during the call or for 30 seconds after the call ends. However, it is essential that you do not replace your handset during this time.



Open the service menu → page 26.

More features?



Select and confirm.

Call tracing?

Select and confirm.



After you have finished tracing the call, the data is stored on the carrier's system. Contact your service personnel.

Step by step

Using Other Functions

Using another telephone in the same way as your own

You can log on to another phone in the HiPath 4000 system using your personal identification number (PIN). This also applies to telephones in networked HiPath 4000 systems, for example, at other company sites). On another phone, you can

- make calls using cost center assignment,
- make calls using project assignment,
- query your mailbox,
- use a number saved on your phone for saved number redial,
- enter appointments

With an internal PIN you can forward calls for you to other phones at your location ("follow me" call forwarding).

Logging on to another phone

Prerequisite: You have received a PIN from your service personnel. Within your own HiPath 4000 system, you will need an internal PIN. For other HiPath 4000 systems in the network, you will need a network-wide PIN.



Open the service menu → page 26.

PIN / COS?

Select and confirm.

PIN 1?


Select and confirm.


If you have several PINs and wish to use a different one, select the other PIN.




At the display "Enter station no." or "Enter ID", you are prompted to enter your PIN.

Step by step



or




Enter code!




#



#


or



Call forw. - follow me?

Save?

>≡

GmnoGmno

or

PIN / COS?

Deactivate PIN?

In your local HiPath 4000 system:

Enter your internal PIN.

In your local system and other HiPath 4000 systems in the network:

Enter the two-digit node ID of your local HiPath 4000 system (ask the relevant service personnel).

Enter your own phone number and press the pound key.

Enter the network-wide PIN and press the pound key.

Making a call after successful logon

You will hear the dial tone. "Please dial" appears in the display.

Press the key shown.

Enter a phone number immediately.

Setting up "follow me" call forwarding after successful logon

Select and confirm.

Select and confirm.

Call forwarding is now active.


Logging off from another phone

Open the service menu → page 26.

Enter the service code.

Select and confirm.

Select and confirm.

 You are automatically logged off if the other phone remains unused for several minutes.

Step by step

Making Calls via Multiple Lines

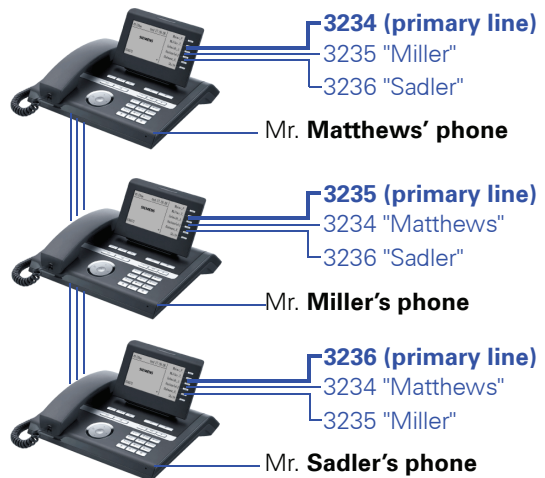
Line keys

The programmable sensor keys on multi-line phones function as line keys. Each key that is assigned the function "line" is handled as a line. This means up to six lines can be configured.

A distinction is drawn here between primary and secondary lines. Each of these line types can be used on a private or shared basis → page 88.

Line keys are configured by the relevant service personnel.

The following diagram shows how telephones with multiple line keys are connected in a team. 3234 Mr. Matthews' phone number, 3235 is Mr. Miller's phone number and 3236 is Mr. Sadler's phone number. On all three phones, calls can be made via all three lines. However, the trunk of your own extension number is always the primary line.



Step by step

Primary line

All multi-line telephones have a primary line. This line can be reached in the usual manner via your public phone number. Incoming calls are signaled on this line.



To avoid conflict between the individual multi-line phones, you can configure the functions "Do not disturb" and "Call forwarding" exclusively for the primary line.

Secondary line

The secondary line on your phone is used as a primary line by another subscriber in the system. Your primary line, which is configured on another telephone in the system, simultaneously functions as the secondary line on that telephone.

Line utilization

Private line

A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.

Shared line




A line that is configured on multiple telephones. The line status (if configured) is displayed for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones.

Direct call line

A line with a direct connection to another telephone. You can see the status of the line from the LED.

Step by step

LED with line keys

LED	Meaning
 Off	– The line is in idle mode.
 Flashing ^[1]	– Incoming call on the line – Hold reminder is activated – The line is on "Hold".
 On	– The line is busy.

[1] In this manual, flashing sensor keys are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

Preview

You are making a call on a single line. The LED on another line key flashes quickly. The "Preview of Line" function shows you who is calling on this line. This information appears in your display. You can also determine which caller is waiting on a line key, if you have placed them on "Hold" or "Exclusive hold". You can also display information about the caller on the active line.

Prerequisite: You have accepted a call on a line key. The line key LED flashes quickly and the "Preview" is configured.

Activating preliminary display



Press the "Preview" programmed sensor key. The LED lights up.

Press the required line key.

Information about the caller or the party on hold or parked is displayed.

Deactivating preliminary display



Press the "Preview" programmable sensor key. The LED goes out.

The menu line and call duration are displayed again.

Step by step

Answering calls with line keys

If several calls arrive at the same time, you can answer calls as normal in the sequence in which they are offered. However, you can also answer calls preferentially.

Prerequisite: The relevant service personnel have defined the sequence in which incoming calls should be routed to line keys.

Answering calls in the sequence in which they are offered

Your telephone **rings** (call). The caller ID is displayed. The LED of the line key offered flashes quickly.



or



Lift the handset.

Press the key and enter speakerphone mode.

Answering calls preferentially

Your telephone **rings** (call). The caller ID is displayed. The LED of the line key offered flashes quickly. The LEDs of the other line keys also flash quickly.



Press the preferred line key. The caller ID is briefly displayed.



or



Lift the handset.

Press the key and enter speakerphone mode.

Step by step

Deactivating/activating ringing (call)

If you are making a call on one line, ringing for other incoming calls can disturb your current call. If ringing (call) is deactivated, your telephone will no longer ring. Incoming calls are then only signaled when the corresponding line key flashes.

Ringng with a programmed sensor key



To deactivate ringing:

press the "Ringer Off" sensor key. The LED lights up. The phone **does not ring** for incoming calls.



To activate ringing:

press the "Ringer Off" sensor key. The LED goes out. The phone **rings** for incoming calls.

Via the service menu



Open the service menu → page 26.

Feature settings?



Select and confirm.

Ringer cutoff?

Select and confirm.

Deactivate?

Confirm the option shown

or


Activate?

confirm the option shown.

Step by step

Dialing with line keys

Your phone can be configured with **automatic** or **selectable** line seizure. The relevant service personnel define whether a line should be automatically seized when the handset is lifted or speakerphone mode is activated, and which line this should be.

 The display "Please select a line" prompts you to seize a line when you lift the handset or press the speaker key.

Dialing with automatic line seizure



Lift the handset.



Press the key shown.

The display briefly shows the line number and status and then prompts you to dial.

Example:

220870

The line 220870 is selected automatically.



The line key LED for 220870 lights up.



Enter the phone number.

Dialing with selectable line seizure



Lift the handset.



Press the key shown.

Please select a line

You are prompted to press a free line key.



Press a free line key. The LED lights up.

Example:

220870

The line 220870 is selected automatically.



The line key LED for 220870 lights up.



Enter the phone number.

Step by step

Saved number redial for a specific line

If this type of saved number redial is configured on your system, you can save a phone number for subsequent redial on a particular trunk → page 94. The saved phone number is dialed using the line key and the saved number redial key.



or



Please select a line



Lift the handset.

Press the key shown.

Display.

Press the applicable line key. The LED lights up.

Press the key shown.



If you save a redial on a specific line, this can be overwritten by another team member.

Last number dialed for a specific line

The last phone number dialed via your primary line is saved.

If this type of saved number redial is configured on your system, **every** last number dialed for the current trunk is automatically saved for redial.



or



Last number redial?



or



Lift the handset.

Press the key and enter speakerphone mode.

Press the required line key. The LED lights up.

Confirm the option shown.

Lift the handset.

Press the key and enter speakerphone mode.

Step by step

Saving phone numbers for "Redial on a line"

Prerequisite: "Saved number redial with saved number" is configured, **not** "Saved number redial with last number dialed".

Saving the dialed phone number or a caller's phone number

You have called a party on a particular line and this call is still in progress. Or, you were called by another party whose phone number is displayed, and this call is still in progress.



Press the key shown. The phone number is saved for the current trunk.



Press the key shown. The LED goes out.

or



Replace the handset.

Line mailbox

Callers who wish to reach you when you are absent can leave a message on the mailbox for the relevant line. Both voice and fax messages can be stored in the mailbox (if so configured).

Prerequisite: A mailbox is configured for one or more lines.

Please note that only one user can edit one mailbox at any time.



If you belong to an ONS group (parallel call → page 112), please note the following:

Signaling is available for the mailbox (MWI) on all phones in an ONS group.

Step by step

Accessing the mailbox

Example: The LED of the programmed sensor key "MBLN" lights up when new messages that have not yet been retrieved are in the mailbox.



Press the key shown.

Responding to a callback request

A callback request is displayed.

MatthewsCall N
Thur 29.01. 1:12 p.m.

Output?

Select and confirm. The party is called on the relevant line.

Next entry

More than one entry is available.

Next entry?

Select and confirm. The next entry is displayed.

Deleting mailbox entries

The relevant entry is displayed.

Delete?

Select and confirm.



Press the key shown.

or

Cancel?

Select and confirm.

Undeleted entries in the mailbox remain saved. If unanswered callback requests are present, the programmed "MBLN" key remains lit.

Step by step

Identifying the line used

If several lines are occupied at the same time, you can determine which one you are currently using for a call.

With a programmed sensor key



Press the "Line in Use" programmable sensor key.

Via the menu



Open the service menu → page 26.

More features?	→
Show used line?	

Select and confirm.

Select and confirm.

The line number and status of the line currently in use are displayed → page 22.

Making calls on multiple lines alternately

Prerequisite 1: The relevant service personnel have specified that when you change lines, the lines are hold and can only be disconnected by replacing the handset or pressing the release key.

Prerequisite 2: You are connected to multiple parties via two or more lines. These may be callers (→ page 90) or called parties (→ page 92).

You are making a call, for example, on line 1. The line key of the station on hold blinks slowly.



Press the flashing line key 2. The first call party is on hold on line 1.



Press the flashing line key 1. The second call party is on hold on line 2.

You can switch between the two calls as many times as you wish.

Step by step

Ending the connection on a line key



or



Press the key shown. The LED goes out.

Replace the handset.

Entering a call on a line (three-party conference)

Prerequisite: A call is in progress on one of the lines. The line key LED lights up.



Press the line key. You and the parties already connected can hear the conference. All three parties can speak with one another. The LED remains lit.



You cannot enter a conference, if the function "Privacy" is deactivated on your line.

If one of the three parties hangs up, the other two remain connected.

If a connection remains between you, as the entering party, and one of the other parties who previously occupied the line, consultation is no longer possible.

Allowing or blocking a party from joining a call

Allowing a party to join a call

Your primary line may be configured so that other parties may not join calls on that line when it is busy. In this case, you can allow other parties to join a call. This authorization applies to the current or the next call.



or



You are already conducting a call on one line.

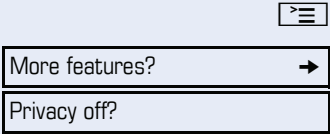
Lift the handset.

With a programmed sensor key



Press the "Privacy" programmable sensor key.

Step by step



Via the menu

- Open the service menu → page 26.
- Select and confirm.
- Select and confirm.
- Other parties can now join the call.

Blocking other parties from joining a call

If your phone is not already set to block other parties from joining, you can make this setting manually. This block applies to the current or the next call.



or

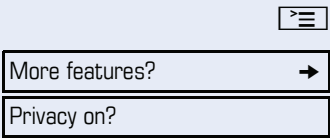
- You are already conducting a call on one line.
- Lift the handset.

With a programmed sensor key



- Press the "Privacy" programmable sensor key.

Via the menu



- Open the service menu → page 26.
- Select and confirm.
- Select and confirm.
- Other parties are now blocked from joining the call.

Ending the connection on a line key



or



- Press the key shown. The LED goes out.
- Replace the handset.

Step by step

Third-party monitoring

During a call, a predefined party can be prompted to join the call as a "witness" using the "Slnt Mon Req" programmed sensor key. Your call partner is not informed that a "witness" is joining the call. The "witness" cannot participate in the call; they can only hear what is being said.



When configuring and using third-party monitoring, please note the applicable data protection regulations.

Prerequisite: Third-party monitoring is configured in your system and the programmed sensor key "Slnt Mon Req" is configured on your phone. You are conducting a call. "Privacy" must be deactivated.



Briefly press the "Slnt Mon Req" programmed sensor key twice. The "witness" hears a special tone on their phone and the message "Connect witness or tape" appears on their display.



The "witness" lifts the handset.

or



The "witness" presses the line key for the line on which the call is being conducted.

The "witness" can now listen to the call without being noticed.



Only the "witness" may end silent monitoring, by hanging up or pressing the line key.

Step by step

Holding and re-accepting a call on a line key

Prerequisite: You have accepted a call on a line key (→ page 90) or you are conducting a consultation call.



Briefly press the line key you are currently using,

or

Hold?

Select and confirm.

The line key where the call is on hold flashes slowly. The call can be continued on any phone in the team where the LED for this line key is flashing.

Re-accepting



Press the blinking line key. Proceed with your call.

Exclusively holding and re-accepting a call on a line key

Prerequisite: You have accepted a call on a line key or you are conducting a consultation call that only you can or wish to continue.



Press the programmed sensor key "Excl. Hold".

or

Private hold?

Select and confirm.

The line key where the call is parked, flashes slowly. The call can be continued **on your phone only** and is not signaled on any other phone.

Re-accepting



Press the blinking line key. Proceed with your call.

Step by step

Direct call pickup?



Accepting a specific held line

A colleague in an open-plan office has parked a call on a line key and requests that you accept the call. You do not have access to this line.

Lift the handset.

Select and confirm.

Enter the phone number of the phone where the call is parked. In this way you can accept the call.

Forwarding calls on lines

When you activate call forwarding for a shared line (→ page 88), the line is generally also forwarded to other phones.

The process for configuring call forwarding for a specific line is identical to the call forwarding process already described. You must simply ensure that the required line is already seized.



Press the line key for the required line. The LED lights up.

Please read the additional notes on → page 35.

Step by step

Ring transfer

If you temporarily leave your workstation or do not wish to be disturbed, you can transfer incoming calls to your line to another destination. A "RTRLN" (ring transfer/line) sensor key can be programmed for each line.

Activating



Press the "RTRLN" programmable sensor key. The LEDs on your phone and on the destination phone light up. When you receive a call, the line key flashes but the phone does not ring. The call is signaled on all other team phones.

Deactivating



Press the "RTRLN" programmable sensor key. The LED goes out. Calls are signaled on the phone once more.

Step by step

Making Calls in an Executive-Secretary Team

An executive-secretary team is configured by the relevant service personnel and may include up to four executive and up to two secretary telephones.



For information on the meanings of the LED displays of the DSS keys, see → page 16.

Calling an executive or secretary phone

Calling an executive/secretary phone

On the secretary phone, a DSS key is configured as "executive" and on the executive phone, a DSS key is configured as "secretary".

Example: calling the secretary from the executive phone

The LED is not lit – the secretary is not on a call



Press the "secretary" DSS key.



Lift the handset.

or



Press the key and enter speakerphone mode.

The LED is lit – the secretary is on a call



Press the "secretary" DSS key.

Camp-on to the secretary phone. The called party hears a tone and the "Pickup" programmed sensor key flashes.



Lift the handset.

or



Press the key and enter speakerphone mode.



DSS from the secretary to the executive functions in the same way, using the "executive" DSS key.

Step by step

Accepting calls for the executive phone
at the secretary phone

When a call is received for the executive phone, the secretary phone rings.



Lift the handset.

Press the key and enter speakerphone mode.

Accepting calls for the executive phone
when already on a call

You are conducting a call.
The executive phone receives a call.



Ask your call partner to wait.



Press the "Pickup" programmed sensor key.

Ending the call and returning to the first call:



Press the key shown.

Continue the call with your initial call partner.

Transferring a call to the executive phone

Prerequisite: You have accepted a call for the executive phone on the secretary phone.



Press the "executive" DSS key. You are connected to the executive phone.

With announcement



Announce the call partner.



Replace the handset.

Without announcement



Replace the handset immediately.

Step by step

Transferring calls directly to the executive phone

When the secretary is out of the office, calls for the executive can be transferred directly to the executive phone. This transfer can be made on the secretary phone or on the executive phone.

Activating:



Press the "RT Executive" programmable sensor key. The LED lights up.

Deactivating:



Press the "RT Executive" programmable sensor key. The LED goes out.



Calls for the secretary phone are not transferred, only calls for the executive phone.

Accepting calls on the executive phone

The secretary phone does not answer a call for the executive. After 15 seconds (system-dependant), an alert tone sounds on the executive phone. The display shows the caller's name.



Lift the handset.



Press the "Pickup" programmable sensor key.

Accepting a call for another executive-secretary team

If multiple executive-secretary teams are configured, you can also accept calls for other teams.



Lift the handset.



Press the programmed sensor key, for example, "Exec 3".



Call pickup is also possible during a call. Ask your call partner to wait briefly and then press the flashing programmed sensor key.

Step by step

Using a second (executive) telephone

Prerequisite: A second phone is configured for the executive. A "Group Park" sensor key is programmed on the first and second executive phones.

Parking a call on the first phone:



Press the "Group Park" programmable sensor key. The LED lights up.

Continuing a call on the second phone:



Lift the handset.
Press the "Group Park" programmable sensor key.

Activating/deactivating a second executive call

On the executive phone, you can configure calls to go to the secretary phone when you are on a call. If you are on a call and are expecting another important call, it may be useful to activate the second call feature.



Open the service menu → page 26.



Enter the service code.

or

Feature settings?

Select and confirm.

Camp-on?

Confirm the option shown.

Activate?

Confirm the option shown

or

Deactivate?

confirm the option shown.

Step by step

Using signal call

If a "Buzz" programmed sensor key is configured on your executive phone, you can press a key to send a signal call to a specific destination phone (e.g. to a secretary phone). On the destination phone, the phone number of the transmitting phone is also briefly displayed for the signal call.

You can press the programmed sensor key in idle mode and while on a call (once or several times).

If a "Buzz" programmed sensor key is not configured, you can lift the handset and enter the "Signal call" code to send a signal call to the destination phone.

Placing a messenger call

You can place a messenger call by pressing a key, if this key is configured on the executive phone. Programming a sensor key with a function → page 72.

Defining a representative for the secretary

Calls for the executive that arrive at the secretary phone can be forwarded to another phone. To do this, you must configure the "Alt. Answer" programmable sensor key. The procedure for doing this is identical to the "Saving a function to a sensor key" → page 72, (in this case: Representative)" procedure described.

Activating the representative:



Press the "Alt. Answer" programmable sensor key. The LED lights up.

Deactivating the representative:



Press the "Alt. Answer" programmable sensor key. The LED goes out.

Step by step

Individual Phone Configuration

Display

Adjusting the display to a comfortable reading angle

You can swivel the display unit. Adjust the display unit so that you can clearly read the screen.

Illuminated display

During operation and when entering a number, the display automatically lights up. The display lighting switches off automatically a few seconds after finishing the last action.

Adjusting the display contrast

+

 or

-

Display contrast?

+

 or

-

OK

Pressing one of the keys in idle mode → page 19.

Select and confirm.

Keep pressing the key until the desired contrast is set.

Save.

+

 or

-

Label contrast?

+

 or

-

OK

Setting the contrast for key modules

You can adapt the contrast for a connected OpenStage key module to the lighting conditions in eight levels.

Pressing one of the keys in idle mode → page 19.

Select and confirm.

Keep pressing the key until the desired contrast is set.

Save.

Step by step

Audio settings

Optimize the audio settings on your OpenStage for your environment and according to your personal requirements.

Adjusting the ring volume

or

Ringer volume? ▲

or



Press one of the keys in idle mode → page 19 or while a call is in progress.

Confirm the option shown.

Raise or lower the volume. Keep pressing the key until the desired volume is set.

Save.

Adjusting the ring tone

or

Ringer pitch? ⬆ ⬆

or



Pressing one of the keys in idle mode → page 19.

Select and confirm.

To adjust the ring tone: Keep pressing the keys until the desired tone is set.

Save.

Room character for speakerphone mode

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment using "Quiet room", "Normal room" or "Room with echo".

or

Speakerphone mode? ⬆ ⬆

or



Pressing one of the keys in idle mode → page 19.

Select and confirm.

Modify the room type. Keep pressing the key until the desired room type is set.

Save.

Step by step

+

or

-

Warning tone?

+

or

-

OK

+

or

-

Rollover Volume?

+

or

-

OK

*

Setting the volume of the alert tone

The alert tone is output, for example when you receive a second call while a call is in progress.
Pressing one of the keys in idle mode → page 19.

Select and confirm.

Modify the volume. Keep pressing the key until the desired volume is set.
Save.

Setting rollover volume

Pressing one of the keys in idle mode → page 19.

Select and confirm.

Raise or lower the volume. Keep pressing the key until the desired volume is set.
Save.

Activating/deactivating the ringer

You can see whether the function is activated or deactivated from the corresponding icon in the status bar on the display → page 20.
Hold down the key shown.

Step by step

Testing the Telephone

Testing functionality

You can test and determine your phone's functionality:

- Are all LED keys working?
- Is the display working?
- Do all keys work?
- Are the speaker, handset, ring volume, ring tone, alert tone and speakerphone mode functioning correctly?

The following may be checked by service personnel:

- Device ID for the phone,
- software versionOpenStage
- Line power level

Prerequisite: The phone is in idle mode → page 19.



Open the service menu → page 26.



Enter the service code.

or

Phone test?

Select and confirm.

Select and confirm the required test functions. Follow the additional user prompts on the display.



Press the key shown. The LED goes out. The test is complete.

Step by step

Special Parallel Call (ONS) Functions

If your phone is part of an ONS group (ONS = "One Number Service"), you can be reached on all other phones in this group as well as on your own phone. To set up an ONS group, contact your service personnel.

An ONS group may consist of up to three phones (phone numbers).



Up to one group member can be an external phone (such as a mobile phone). One phone in the group is the "master" (**A**) - the other ONS group members (**B**, **C**) receive A's number.

If **A**, **B** or **C** receive a call, all phones in the ONS group ring. If **A**, **B** or **C** is busy, all phones in the ONS group are busy (callers outside the ONS group receive a busy signal). Within the ONS group, phones can be reached on their original phone numbers.

The following functions also have an additional impact on internal member phones in an ONS group:

- Call waiting → page 50
- Call forwarding → page 35
- Do not disturb → page 82
- Mailbox (MWI) → page 23
- Callback → page 41
- Call log → page 47



If your ONS group contains a mobile phone, you must ensure that it is always available (switched on). Otherwise the mobile mailbox may pick up a call too early, leading to call signaling problems on the other ONS group member phones.

Step by step

Fixing Problems

Responding to error messages on the screen

Time exceeded

Possible cause:

Maximum input time exceeded.
Handset not replaced.

Possible response:

Make entries more quickly, avoid long pauses between key presses.

Please try later

Possible cause:

System is overloaded, no line free, queue full.

Possible response:

Wait and try again later.

Currently not accessible

Possible cause:

- a) Function is currently not available.
- b) The phone number dialed is not in service.

Possible response:

- a) Wait and try again later.
- b) Enter the number correctly or call the exchange.

Not possible

Possible cause:

Speed dial number not available, reminder entered incorrectly, blocked or invalid entry, prerequisite not met (e.g. second call not waiting in the case of alternating), incomplete number dialed.

or

Incorrect input

or

Nothing stored

Possible response:

Correct entry, select permitted option, and enter phone number in full.

Step by step

Not authorized

or

Not allowed

- Possible cause:**
- a) Disabled function selected
 - b) Incorrect PIN entered.

- Possible response:**
- a) Apply for authorization for disabled function from relevant service personnel.
 - b) Enter correct PIN.

Not available

- Possible cause:**
- Incomplete phone number entered, star or hash key not pressed.
- Possible response:**
- Enter phone number or code correctly or as instructed.

protected

- Possible cause:**
- Data transfer in process.
- Possible response:**
- Wait and try again later.

Contact partner in the case of problems

In the case of faults that continue for more than 5 minutes, for example, contact your service personnel.

Step by step

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone → page 82. If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, enter your PIN to unlock it
→ page 81.

The displayed time is incorrect:

The time is corrected automatically over night after 24 hours at the latest.

To correct any other problems:

First contact the relevant service personnel. If the service personnel are unable to correct the problem, contact Customer Service.

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaning fluids containing alcohol or plastic-damaging detergents to clean the telephone. The use of scouring agents is also forbidden.

Index

Numerics

5-way navigator	15
-----------------------	----

A

Accept call (executive-secretary)	104
Alternating	33
Answering calls with line keys	90
Audio controls	14
Audio keys	14
Automatic call forwarding	66
Automatic consultation	74

B

Blocking a party from joining a call	97
Buzz	107

C

Call accept	27
call forwarding	35
end	29
incoming	27
parking	59
Call forwarding fax or PC	68
on lines	101
Call forwarding types	35
Call log	25
Call park	59, 100
Call transfer to the executive phone	105
Call waiting	60
Callback	41
Calling a second party	32
Central speed dial numbers	76
Conference	53
Connection options	12
Consultation	32
Consultation hold	32
Consultation on a key	74
Contact partner	114

D

Delayed call forwarding	66
Dialing with line keys	92
Display angle	108
Display icons	20
Do not disturb	82
DSS key answering calls	44
DSS keys call waiting	50
dialing	47
DTMF suffix dialing	58

E

Entrance telephone	61
Error messages	113
Exclusive park	100
Executive-secretary functions	103

F

Fax messages	23, 94
Fixed call forwarding	36
Forwarding for other stations	67
Function keys	14

G

General information	9
Graphic display	19
Icon indicating call status	22

H

Headset	44
---------------	----

I

Icons	20
Identification on another phone	85
Important information	3
Incoming calls	25
Intercom system	61

K

Key modules	13
Keypad	17

L

LED	
line key	89
LED display	
direct station selection keys	16
function keys	16
Line identification	96
Line keys	87
allow/block party from joining call	97
answering calls	90
dialing	92
making calls to multiple parties	96
three-party conference	97
Line utilization	88
Location of the telephone	3

M

Making calls	30
Messenger call	107
Microphone	32
Multi-line telephone	10

O

One Number Service	
mailbox (MWI)	94
second call (call waiting)	51
Open listening	28
OpenStage Key Module 40	13
Operating instructions	2
Outgoing calls	25
Override	60

P

Phone settings	108
Pickup call	
(team)	45
Primary line	88

Privacy	81
Private line	88
Programmable sensor keys	16

R

Redialing a number	
last dialed number	31
saved number	31
Redial keys	30
Representative (secretary)	107

S

Saving appointments	76, 78
Second (executive) telephone	106
Second call	50
Second call (executive)	106
Secondary line	88
Security	81
Sensor key	
programming	72
Service menu	26
Settings	108
Shared line	88
Shift key	52
Signal call	107
Single-line telephone	10
Speaker call	62
Speakerphone distance	3
Speakerphone mode	27, 28
Speed dialing	
central	76
dialing	48
saving	76
Status icons	20
System-wide speaker call	62

T

Telephone maintenance	115
Three-party conference	97
Tone dialing	58
Troubleshooting	115
Two-way intercom system	61

U

Unanswered calls 25

User interface 11

User support 9

V

Variable call forwarding 38




Variable forwarding types 39

Voicemails 23, 94

Volume

 set 30

All Service Menu Functions

 Open the service menu and ,  select a function.

Alternatively, you can use service codes (see table), e.g. **2 1** for "Second call on/off".

1 Destinations	→	1 Set up call forwarding 2 Save speed dial number 3 Redialing 4 Redial 5 DSS 6 Save forwarding station no. 7 Call log	→	1 Variable call forw. 2 Fixed call forw. 3 Forwarding for intrnl 4 Forwarding for extrnl 5 Call forward. busy 6 Call forward. no reply 7 Call forward. busy no reply
2 Relay	→	1 Second call 2 Do not disturb on/off 3 Spk. call protect on/off 4 Hunt group in/out 5 Call forwarding on/off 6 Call forwarding display on/off 7 Ringer cutoff off/on	→	1 Unanswered calls 2 Incoming calls 3 Outgoing calls
3 Use speed dialing				
4 Prog. feature key				
5 Voice Mail Service	→	1 Access voicemail? 2 Leave voicemail?		
6 PIN and Authorization	→	1 PIN 1 (option: network-wide) 2 PIN 2 3 PIN 3 4 PIN 4 5 PIN 5 6 Deactivate PIN? 7 Change COS		
7 Save reminder				
8 More features	→	1 Tone dialing (DTMF suffix dialing) on 2 Display suppression on 3 Display suppression off 4 Call tracing (caller) 5 Use paging 6 Show used line 7 Privacy on 8 Privacy off		
9 Phone test	→	1 LED test 2 Display test 3 Key test 4 Audio test 5 Asset ID 6 Firmware version 7 Power level	→	1 Speaker 2 Handset 3 Ringer volume 4 Ring tone 5 Alert tone 6 Speakerphone mode
10 Mobile HFA Logoff				

Copyright © Siemens Enterprise
Communications GmbH & Co. KG 11.09.07
Hofmannstr. 51, D-81359 Munich

Reference No.: A31003-S2000-U105-1-7619

The information provided in this brochure contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as the result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of the contract.

Subject to availability. Right of modification reserved. All trademarks are the property of Siemens Enterprise Communications GmbH & Co. KG or their respective owners.